

Clean Talk



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Floor Stripping: Steps to Success

Floor work is a learned skill. It is best learned on the job working with an experienced floor person. It is hard, dirty work. Stripping surfaces of old coats of finish is perhaps the most difficult least frequently of all jobs.

Eventually, you will have no choice but to perform a complete strip and recoat on your customers' floors. Not only will this remove all the old finish which eventually discolors, but you will also be starting fresh, removing all the dirt and marks on the floor and putting two or three fresh coats of finish on the floor. A freshly finished floor is easier to maintain than a floor where coatings have been accumulating for many months or even years.

When stripping a small floor, have two or more mops and buckets, floor stripping solution and rinse water, a swing buffer fitted with strip pad, pole scrubbers/pads for cleaning edges and corners, and rolled towels or other control devices to prevent stripper from going where it shouldn't. Also, if you get any stripper "slurry" on the walls or furniture, you must wipe it off as quickly as possible. Once the solution dries, it is very difficult to remove.

An automatic scrubber or dedicated floor-stripping machine is an enormous time saver for large areas, as is a wet-dry vacuum for picking up dirty stripping



Here are some tips to make a difficult, messy job easier.

solution instead of mopping.

After the floor has been swept, dust-mopped or, preferably, vacuumed, if working manually, apply the stripper to a small area at a time. Let the stripper set according to the manufacturer's recommendation before scrubbing or using a stripping machine. It needs a little time to start dissolving the old finish.

Before you even start on the main floor, go along the edges with a pole scrubber dipped in the stripper and scrub the edges and corners of the floor. This is called "cutting out" the floor. Rinse the edges after you have hand stripped them.

Once the stripper on the floor proper has been allowed to set for a few minutes, begin

scrubbing. If you're not using an auto-scrubber, consider a wet dry vacuum to remove the solution rather than mopping. This really goes much faster if you have a helper.

Once a good size area of the floor is completed, go over the floor with an auto-scrubber or a mop and clean water to rinse it. You may have to repeat this a couple of times. Using the wet dry vacuum will help it dry faster. Once the entire floor is stripped, rinsed, and re-rinsed, it is time to apply the finish.

If you will be using a high-speed buffer, make sure the finish is compatible with high-speed operation. Pour the coating in a fresh, clean bucket and use a new mop or applicator. Dip the mop or applicator into the bucket of finish, ring it out, and apply to the floor. You may also find it helpful to use an automatic finish applicator—a device that feeds the finish to a pad for even, rapid coverage. Apply two or more coats to the floor this way. Make sure the coating thoroughly dries before applying the next coat. It sometimes helps to have fans placed around the room to help dry the floor.

Some floor people suggest just two applications of finish. Others apply five and six. In my experience, three or four thin coats of finish will bring out the shine and keep the floor looking good longer.

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Supervision. . . You get What You give

“He harms the good who spares the bad.”

“He harms the good who spares the bad,” says Publius Syrus.

Most of us like to work for an easy-going, tolerant leader in contrast to a dictatorial, authoritarian “boss.” We like to feel we are doing our best because we want to, not because we’re forced to.

But, just as it is possible to be too commanding, it is also possible to go too far in the other direction. The manager who overlooks too much is ducking the job of leadership.

There will always be, unfortunately, people who will take advantage. They do only what is necessary to get by. The minute the supervisor’s back is turned they start loafing.

The manager who deliberately ignores this is, in effect, condoning their actions. This in itself would be serious enough, but the real danger is even greater: *It will harm those who are trying to do a good*

job.

People who don’t take advantage, who have a sense of responsibility and duty, can be demoralized by such a lack of leadership. There are three things you can do to make sure you don’t fall into such a

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situation. . .

First, set *clear-cut standards* of conduct and responsibility. People should know exactly what is expected of them, and all should be judged against the same set of values.

Second, *don’t spare the bad apples* in your group. Have the guts to correct a situation before it contaminates your entire organization.

Third, *reward the good*. In these days of blanket raises and automatic benefits this is not always easy, but it can be done. Rewards to those who deserve them serve to maintain their morale and enthusiasm. They also let those who are loafing know where they stand.

Source: *Bits & Pieces*, January 4, 1996
12 Daniel Road
Fairfield, New Jersey 07004-2565

Are You Bored With Your Job?

A great many people these days complain that their work is boring. The tendency is to blame the job for lack of challenge. What usually makes work drudgery, however, is one’s attitude—not the work itself.

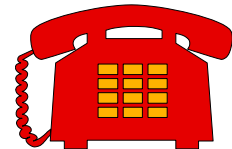
No task need be boring, for the simple reason that every job contains within it a hidden challenge. That challenge is this: How can it be done better?

Could anything be more boring than sweeping floors? Murray Spangler, a department store janitor in Canton, Ohio,

wasn’t bored, even though the dust made him wheeze and cough. Many people would have given up and quit. Instead, Spangler set out to find a better way to clean floors. “Why not eliminate the broom, he wondered, “maybe something that would suck up dust . . . ?”

Spangler’s question led to a crude but workable vacuum cleaner, which he induced an old friend in the leather business to finance. The friend’s name was H. W. Hoover.

ATM Numbers



222-8937

If you can not get through to the ATM-2000 Computer, call this number.

673-4760

- Please remember to speak clearly and give the following information.
01. Your name and employee number.
 02. Your access number and the name of the building that you are are working in.
 03. Whether you are checking in or out.

Cut this out and put into your wallet

Quote of the Week

“Real joy come not from ease or riches or from the praise of others, but from doing something worthwhile.”

Sir Wilfred Grenfell



Think Safety _____ *Employee Communication* _____

Avoiding Injuries at Work

While we had a very good year as far as on the job accidents for 2003. I would like to make 2004 an even better year.

Can you guess what the number one cause of the accidents that we had in 2003 was?

Believe it or not, it was employees sticking their hands into trash cans and getting either cut or stuck by sharp objects!

This is a totally preventable injury. You do not know what is in the trash can that you can not see. There is never a reason that you should reach into a trash can. People do not think that someone would be reaching their hands into their trash cans. They put items into them that can cause serious injury to you.

Over the past year we have had several employees get stuck with hypodermic needles that tenants had thrown into a regular trash can. While these needles shouldn't have been the trash, The cleaner should not have had stuck a hand down into the trash.

What usually happens is after the trash has been emptied into the brute barrel. An employee who is not thinking about safety first uses their hand to push the trash down further into the barrel. The proper way to push your trash down into the brute barrel further is to use the bottom of the trash can that you have just emptied. Never use your hand!

Think about what you are doing, put safety first!

Who Is The Most Important Employee At Red River Sanitor's?

Isn't it true that in every company there always seems to be that one person that everyone depends on to make things happen? Well it is just as true here at RRS. I depend upon this person not only to show up each day, but to do the very best job possible.

When this employee is not at work it really creates problems. Things do not run as smoothly as they should. Sometimes certain tasks do not get done exactly like the customer deserves. Our customers can always tell when this employee was not at work. Even though we send a substitute worker to do the job, the customer can spot the difference. When we send a substitute worker— even the best substitute— there is no way that they can know everything that needs to be done. Exactly how this particular customer likes things done in their building.

Who is this wonderful, fantastic employee? It's **you!** That's right, **you!** We depend upon you each day to be at work on time and to do your job to the best of your ability. Without you things can get pretty rough around here.

Each and every employee at RRS is very important. If you weren't needed you wouldn't have been hired.

You may not think that you are that important—or that RRS needs you, but we do. For you are unique, like no one that has ever been before or will come after.

No one can speak with your voice, say your piece, smile your smile, or shine your light. No one can take your place, for it is yours alone to fill.

We really appreciate the work that each and every employee does for this company everyday. I know that here at RRS we have the greatest employees in the world!

I just want to say thank you for all of the hard work that you do each day.



Clean Closet Award

Jackson Wins Top Spot!

The winner of this weeks Clean Closet Award is Ms. Lorraine Jackson. Lorraine was nominated for this award by Mr. Kenny Willis. Lorraine won for her closet at the Monroe Warehouse. Kenny said, "Lorraine keeps the warehouse very neat and orderly. This is a true reflection of the quality of work that she does!" when he was nominating Lorraine for this honor.

Congratulations Lorraine! We are proud to have you as our Clean Closet winner for this pay period. Mr. Willis is very proud and happy to have you working for him. Keep up the good work!

Each pay period Area Supervisors check the appearance of every accounts custodial closet. They check for the following things:

- *They check the equipment to see if the vacuum bags have been emptied.
- *Vacuums are clean and polished.
- * Mops and wringers are cleaned and rinsed.
- *The sinks are scoured and the closet floor is swept and mopped.
- *They check to see that all containers of chemicals are clearly labeled with the proper HASCOM labeling.
- *The MSDS books are checked to see if there is a sheet for each chemical that is used in that particular account.

The winner of the Clean Closet Award receives \$10.00 cash. As with all of our contests, the winner must call or come by the main office within two (2) weeks of this newsletter to claim their prize.

Do Sweat The Small Stuff!

An awesome example of taking little things for granted—with big consequences—was covered some years back in *The Wall Street Journal*. It reported a most expensive and frightening lesson learned by a major airline about taking little, easy steps for granted.

A mechanic working under an aircraft noticed a small leak from the forward lavatory. Having just completed the repair of a more sophisticated mechanical malfunction that threatened to delay the on-time departure of the plane, the mechanic decided the little drip could wait until the plane landed at the next airport.

The plane took off. Well, that little drip kept dripping. And, as liquid is know to do at very cold temperatures, the drips began to freeze. The little drip turned into a big chunk of ice. At 650 miles per hour, that little chunk of ice broke off from the fuselage and slammed into an engine. The impact from all those little drips-turned-brick caused the engine to self-destruct and rip right off the plane.

After the emergency landing, officials determined that the part that could have prevented the nearly catastrophic mishap was a little rubber washer. More than a hundred lives were put at risk, and an engine costing more than \$1 million dollars was destroyed all for the want of, literally, a 10-cent part—and a little attention to detail by a mechanic focusing on the complex but not the simple.

Attention to the little details is just as important in our profession. I know that we have all heard Mr. Young say, "It's the nat's, not the dragons that will kill you!" If we don't pay attention to the smallest details such as vacuuming behind the doors, under the trash cans, polishing up the stainless after you have scoured the sink, checking your log book daily, and etc., we are taking our job for granted.

As you know when you start taking things for granted the quality of work goes down. That's when our competitors can come in and take that account away from us.

Attention to the smallest detail is what should set up apart from other janitorial company's. If you see something that is dirty clean it! Don't worry about what frequency the cleaning specifications call for. If it is dirty today then clean it today. The specifications are a guideline—a tool to use for the minimum requirements. Always give more, the customer will notice and appreciate it.

Beckie Willis



Smoking is not permitted on any customer's property, either inside or outside.

Our customers have contracted with Red River Sanitors to maintain their buildings in a professional manner. Employees smoking on customer property do not portray a professional appearance.

We must strictly enforce this policy due to our obligation to the customer and the Federal Clean Air Act which prohibits smoking in any public building or public area of buildings. Smoking is also not permitted inside the Red River Sanitors offices.

Violation of this policy is grounds for termination.